FS Error Reduction Workgroup Meeting Minutes

November 24, 2002

Members Present

Jackie Bennett, Maxine Ellis, Mike McKenzie, Edie Sprehn, Marcia Williamson, Chris Elms, Kathy Judd, Donna King, Jacaie Coutant, Edie Sprehn, Lisa Hanson, Tom Sandholm, Sara Pynenberg, Lori Mueller, Phyllis Rehm, Essie Herron, Joann Ator, Linda Auchue.

Members Absent:

Tom Prete (excused); Staci Wanty (excused), Jenny Thompson (excused). Russell Yancey, Vicki Jessup, Evie Ryan-Tondryk.

Review of October Minutes

Minutes were reviewed and accepted.

Error Rate Data

Lisa shared the error rate data for Oct. 01 – June 02. Donna provided additional data with element, nature and cause codes added, which the group found helpful. These cause codes are added to the 2003 Fiscal Year database that PAC, and the local agencies can also use for their second party reviews as well as the State QA staff.

Meeting Dates for Dec 2002 and Year 2003

The committee **elected to not have a meeting in December**, because many members will be gone on the fourth Monday.
The 2003 meetings, all of which will be held at the Dane Job Center, are scheduled for the fourth Monday each month with the following exceptions: May meeting will be on the 19th (the fourth Monday would be Memorial Day), August no meeting, and December no meeting. A decision on the March meeting will be made early next year, because of the four supervisor forums taking place that month.

Notetakers

A signup sheet of persons willing to take meeting minutes was circulated and FILLED! (Thank you.) Jackie Bennett signed up for January because there were no volunteers; however her duties as facilitator makes this difficult. If anyone wishes to volunteer please contact Jackie or Marcia.

Supervisory Forums

Stacy is on leave, but called in to report there are no updates right now to the "Supes Forum" planning. The March 2003 dates and locations are the same as reported in the 10/28/02 meeting minutes.

ESS Calendars

Lisa and Donna presented the calendar updates. The large photos are to be on top of each calendar page, and are geared to messages for the customer as they sit in the agency office with their worker. The bottom section with dates is for the agency worker. Some recommended changes were to replace the Item on the May calendar that "no overpayment occurs when a sanction pends due to a fair hearing." Also, November calendar note wording about holding a face-to-face interview was changed slightly. A couple of the customer reminders on the photos will be changed slightly. The group also requested addition of W2 pulldown dates.

Although December was the targeted release date, this document still has to go to DHFS for approval and printing, so the committee approved it, with the discussed changes, and requested that Lisa and Donna move it quickly into the next step for distribution.

Posters & Flyers

Lisa reported that they are completed and submitted for printing.

Power Point Worker Aid

Tom Prete previously submitted an updated version of the power point he has created, to be presented at the IMAC Meeting November 21. While Tom was unable to be there, Dave Turk assisted with the showing, with Jackie and Marcia discussing the intent, evolution and workings, as well as questions to be posed to IMAC for next steps. There are a few items left to clear up—especially completion of the EBT portion as well as the FSET portion.

The IMAC group was very impressed with the product, and envisions several different applications of this—for caseworkers, for outreach and education venues. Questions we left with IMAC are - if you like it, who will move it forward? Who will translate, get it posted on the web, who will update it? Also, who will get it through the DHFS approval process? There was sentiment that most of this is material already approved—Rights and Responsibilities, Change Reporting, etc., and is merely in a different format, so not much new ground being broken here. Possibly this will not be a protracted process. The Error Reduction group agreed that we don't have the resources for translation and upkeep and that as soon as the final touches are on it, we should hand it off to the IMAC for deliberation on next steps. Again, thanks Tom for your work on this project.

Alerts

Sara reports that a state workgroup is already progressing with alerts issues, as outlined by this group and others. The group is composed of state employees from all program areas along with Deloitte Consulting. Sara will be compiling suggestions from all sources for them to evaluate. Some changes have already been made. Some

suggestions are rather costly-- in particular, the help screen functionality. Priorities are DXRC, a summary screen to pull up all unworked DX at the start of a review; a screen to show companion cases; the "run SFED" alert; a U.C. match alert that will happen soon.   Our group still can give feedback, and may be asked along the way to give input.

Other Committee Updates

- **IMAC:** will not be meeting in December; however the committee and sub-committee co-chairs (read Jackie and Marcia) will be meeting in Waukesha in December.
- **Coordination Committee:** (Edie) Their major issue of late has been Childcare. There have been suggestions that it should be moved to DHFS. Wis. Counties Assoc. also has promoted that. Also. Question raised on where W2 should be—it is primarily a work program? Things wouldn't be moved unless it's shown the change is more effective/efficient/cost effective. These discussions would be IMA and DWD C&I domain.
- **IT Com.:** Jacaie C. reported on discussions. Mostly statewide Change Reporting Center discussion, password uniformity; notification process for CARE problems.
- **Program Simplification Workgroup:** Sara reported on progress on the group. She also asked our input on an issue: If Child Support payments made were treated as an income exclusion rather than an expense, what effect could it have on the error rate? The change is being touted as an outreach and expansion tool, because there will be people who are currently over the gross income limits for FS who may be eligible if CS payments are not included in that income. However, would it cause more potential for error, if the income starts or stops or otherwise fluctuates? Would that also mean potential for non-reporting errors, and budgeting errors? Feedback is requested. The FS only application is working through the approval process. The Help Guide and the R & R would be combined into one document. These are still in approval stages. The plan is for these to be available through a public website.

Tim Gard Q & A
Topic tabled until next meeting when Lisa could be present.

Activities Charts
Jackie B. reworked the chart into two separate charts—completed and discontinued projects, and open projects. The group moved a couple items to the completed side.

"WPFN-Like " Find Function:
Sara explained that this proposed feature, like the WPFN function in work programs has been denied, by management group, because it is financially costly project. Since there is considerable interest in it, Sara suggested the group might want to present a position paper about it, for future consideration. Justification would be needed in order to convince management it is a good use of funds. To do so, it was decided that all agencies, through Amy Mendel's e-list of coordinators, should be asked three questions: Would they use it? What would they want it to find? Why (benefits). Mike and Jackie will meet to craft the questions and get them to Amy. We decided that the responses

should be back by December 20 so they can be compiled and we can discuss at our next meeting.

Reimbursement for Local Agency Reps
Forms were distributed by Marcia for agency reps to get reimbursement for mileage to Madison for our meetings.

Minutes Submitted by Marcia Williamson